



NetSupport

DNA⁺
HELPDESK

DISCOVER

DETAIL

DEPLOY



A powerful web based solution aimed at minimising the amount of system downtime whilst providing effective support for all users of IT assets.

Consolidate your help desk into one location and generate detailed recording and tracking of enterprise wide support requests.

Every organisation depends in part on its IT infrastructure to remain competitive and efficient.

As this dependency grows, so too does the need for providing effective systems to minimise downtime, improve the efficiency of support provided by automating repetitive tasks and by generating user friendly reporting.

Flexible

As a fully web based system, DNA Help Desk requires no software pre-installation and provides an import wizard to allow for simple importing of user details from other external systems.

Personal

As every organisation is unique, possessing differing requirements, DNA Help Desk allows for the customisation of many key features within the solution. From operator functionality to the creation of specific data entry fields, DNA Help Desk can be tailored to fit seamlessly into your organisation.

Productive

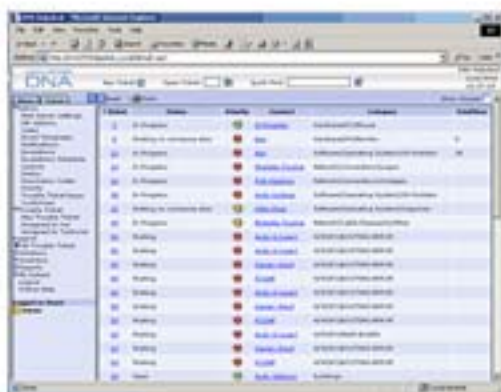
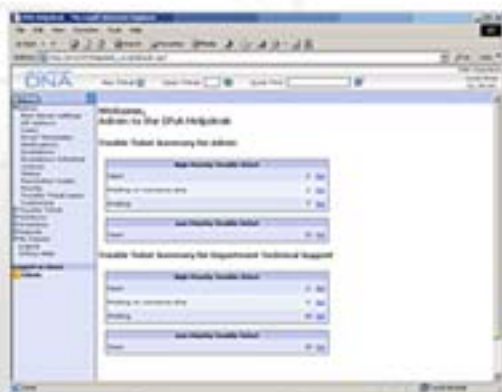
Use the real time corporate status reports to gauge the effectiveness of how support requests are being managed and maintained. Encouraging the improved productivity of the help desk is only half the challenge. Educating your users to reduce the frequency of future support requests is equally important. With DNA Helpdesk, users are able to search for answers before logging a support request and check and review on-line the status of their Help Desk ticket.

Powerful

Knowing what hardware and software is installed on your users PC will help to reduce call escalation whilst increasing problem resolution. With DNA Help Desk, a full inventory is provided for each of your users systems together with an ongoing history by user for all previous support requests. DNA Help Desk empowers your help desk operators, giving them the information needed to deal with more requests in less time.

Efficient

Because no two organisations are the same and therefore rely on different critical systems to remain competitive and efficient, DNA Help Desk allows for automatic priority assignment of ticket types. For example, a trouble ticket relating to "Server Failure" can be automatically assigned "Urgent Priority" status and allocated to the "Server" specialist within the Help Desk team.





Features at a Glance

Ticket Generation & Maintenance

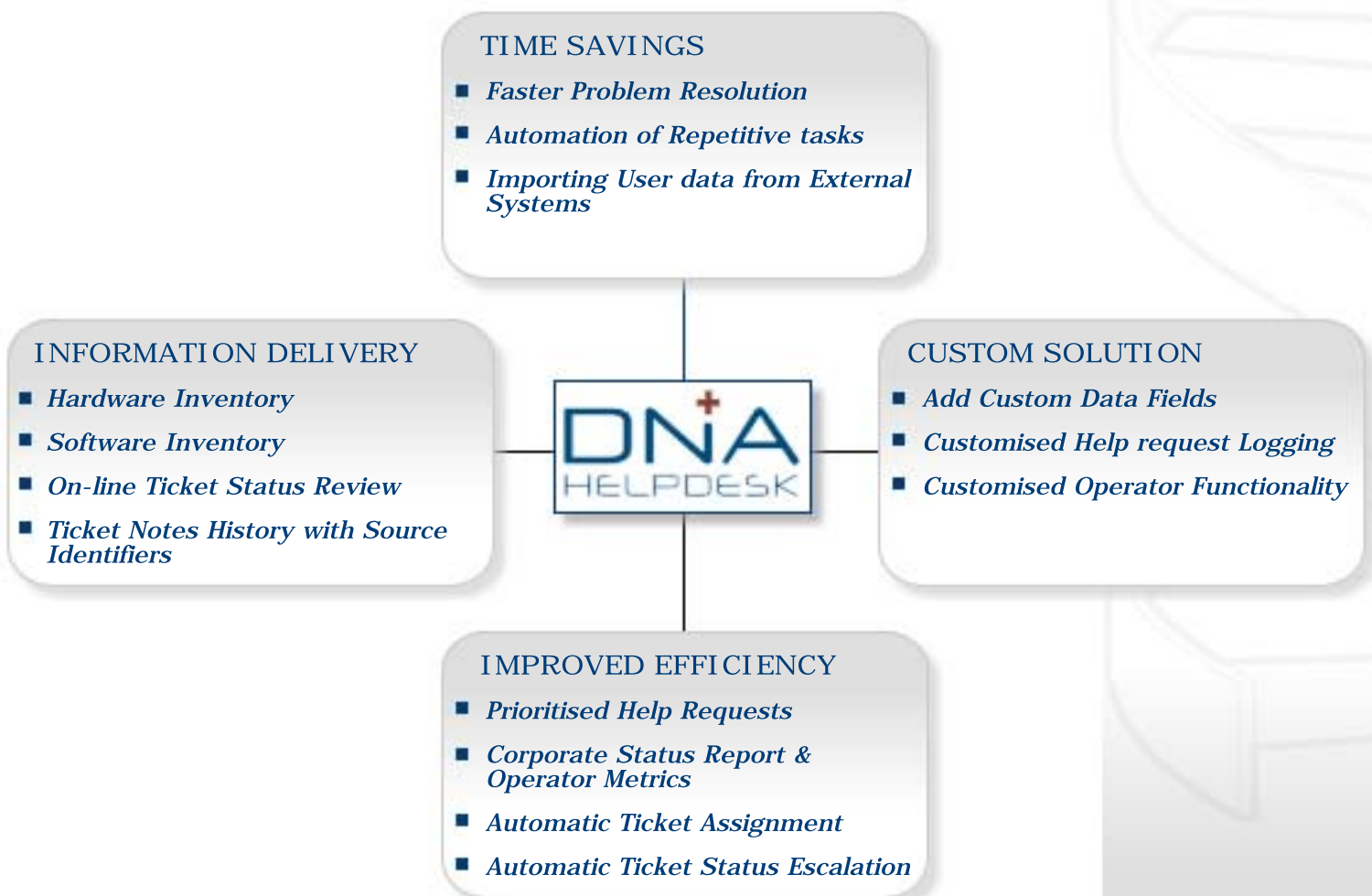
- ➔ Automatic Assignment of Tickets - based on pre-defined customer rules
- ➔ Automatic Ticket Escalation - based on customer specific rules
- ➔ Ticket Notes History - including Source Identifiers
- ➔ Help Request Logging - including customisable categories to aid inputting
- ➔ Attach Files To Tickets
- ➔ Automatic Ticket Priority Assignment

Integration & Information Gathering

- ➔ Profiled Operator Access
- ➔ Corporate Status Reports - including total calls in, call status and average resolution time
- ➔ Active Directory Integration - for easy user data importing

System Diagnosis & User Empowerment

- ➔ Solutions Database To Aid Future Help Requests
- ➔ Full User Inventory - Hardware and Software
- ➔ On-line Reviewing - including Raising Help Requests and Real-time Current Status Reports



A Complete Enterprise Solution

DNA Help Desk is available as a standalone solution or as an integral component of the overall Enterprise Management Suite, NetSupport DNA (Dynamic Network Administration).

Given that IT assets account for the largest proportion of the overall IT spend, ensuring they are properly managed and maintained becomes one of the highest priority corporate goals for any organisation where TCO (Total Cost of Ownership) is high on the agenda.

Together with offering an effective Help Desk, organisations need to consider the implications of licence management & compliance together with facilitating central management of enterprise PCs.

NetSupport DNA is a proven Enterprise Management Suite combining Asset Management with Software Distribution, Application & Internet Metering, best of breed PC Remote Control, Enterprise Reporting and web based Help Desk.

Recognising that organisations have differing requirements, NetSupport DNA is available as a complete solution or in a modular format, allowing you to pick and choose only those features that best meet the current needs of your organisation.

"The average Helpdesk Support operator receives 107 support calls per week...with the average first level help desk call taking 5.5 minutes. 61% of these calls move to an escalation procedure and take in excess of 10 minutes"

(source. Helpdesk Institute)

	DNA INVENTORY			DNA SUITE		
	Pack 1 ↓	Pack 2 ↓	Pack 3 ↓	Pack 4 ↓	Pack 5 ↓	Pack 6 ↓
User Management	■	■	■	■	■	■
Hardware Inventory	■	■	■	■	■	■
Software Inventory	■	■	■	■	■	■
Application Metering	■	■	■	■	■	■
Internet Metering	■	■	■	■	■	■
Software Distribution	■	■	■	■	■	■
DNA Remote Control	■	■	■	■	■	■
NetSupport Manager	■	■	■	■	■	■



Redmond Magazine
DNA Awarded 8.2

"DNA not only gives you full hardware and software inventory, but also Application and Internet metering and software distribution. You can also add a Web-based help desk and remote-control client with add-on modules that you purchase separately.

I was impressed with DNA's feature set. If you need a utility to take a thorough inventory of your software and hardware assets, download DNA and give it a try."

Cebit America

DNA wins :-
'Best of Cebit America' Award
"With its ease of implementation, low entry cost and minimal training threshold, NetSupport Inc.'s NetSupport DNA 1.01 enterprise management suite will be of tremendous benefit to small and midsize companies."



PC Pro Magazine
DNA v2 awarded :-
Editors Recommendation.

"Despite its simplicity, NetSupport DNA offers a good range of desktop management tools backed up by the unique internet and application metering and control features. Fine choice for businesses that don't want the complexity inherent in many enterprise management products".

PC Plus (Spanish)
DNA awarded :- 8/10



TECHXNY
DNA awarded :-
'Best of Show Award' in the
Best Software Solution Category





About NetSupport

Headquartered in The UK, **NetSupport** specialises in the development of commercial software packages to manage and support Local and Wide Area Computer Networks. Its flagship products are the highly successful NetSupport Manager Remote Control and PC Management package, NetSupport DNA, offering advanced Enterprise Asset Management and NetSupport School, the leading interactive classroom and training software solution.

NetSupport and its derivatives are sold worldwide, supported by a network of international subsidiaries (NetSupport Inc, NetSupport Canada, PCI Software GmbH and PCI Pacific) and enjoy market-leading status in many countries commanding an installation base exceeding 6 million users.

NetSupport has been a Deloitte & Touche Fast 50 winner for 5 consecutive years and was recently recognised as the #1 UK Technology Exporter (2004).



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